

Independent Review Panel Meeting Minutes

Date	December 11, 2024	
Time	11:30 am	Time official starts: 11:37 am
Location	LDH, Bienville Room 173	
Facilitator	Brandon Bueche	
Note Taker	Dana Johnson	

Attendees:

Independent Review Panel:

Brandon Bueche: present in person

Dr. Glenda Johnson: present in person

Kevin Bridwell: present in person

Dr. Amy Himel: present via telephone/Zoom, non-voting

Kevin Guidry: present via telephone/Zoom, non-voting

LDH Staff:

Dana Johnson: LDH staff, present in person

Amber Gross: LDH staff, present in person

Public Attendees:

Dr. Stewart Gordon: CMO, LHCC

Approval of Minutes from previous meeting
Motioned: Kevin Bridwell
Seconded: Dr. Glenda Johnson

Agenda Item Minutes: Discussion and Action Items

	Meeting called to order at 11:37 am
	Roll Call
	Committee Approval of Minutes – February 22, 2024 Meeting <ul style="list-style-type: none">• Meeting minutes approved

Old Business:

- LHCC IRR Overturn Volume – A huge number of IRR’s received by LHCC were overturned due to lack of authorization. Medical Necessity IRR’s are being overturned because additional medical records are received at the IRR level that were not received prior.

New Business:

- Whitney Martinez, former Program Manager 3 over Provider Relations, is no longer with the agency.
- A public concern – There are often times when a provider does not provide all necessary documents during the initial prior authorization request. Is there any timeframe when the MCO does not have to overturn an authorization denial, even when additional records are received? A: If MCO does not overturn IRR, then the provider has the option to submit IR and the reviewer typically reviews for medical necessity. The MCO should review based on what is received during the IRR process.

Independent Reviews and Independent Review Reconsiderations

- Summary of Independent Reviews per year from Implementation to present
- Reviewed 2024 IR data (January 1, 2024 – December 6, 2024)
 - Requests received for IR (volume)
 - Breakdowns for each health plan
 - Physical Health
 - Behavioral Health
 - Breakdowns for each Ineligible request by provider
 - Providers who submitted over 10 or more independent reviews
 - Breakdowns for each provider
- Review IRR self-reported data (January 1, 2024 – September 30, 2024)
 - Requests received for IRR (volume)
 - Breakdowns for each health plan
 - Physical Health
 - Behavioral Health
 - Breakdowns for each Ineligible request by provider/by MCO
 - LDH will be revising the report template soon to capture ineligible reason(s) without having to request ad-hoc
- Independent Review Reconsiderations vs Independent Reviews
- Billed amount of Independent Reviews per MCO by year

New Reviewers

- The panel voted and selected 2 additional independent reviewers, Luis Leitzelar and Anthony Lascaro.

	<ul style="list-style-type: none"> ○ Votes: <ul style="list-style-type: none"> ▪ Kevin Bridwell: Yes ▪ Dr. Glenda Johnson: Yes ▪ Brandon Bueche: Yes <p>Independent Review Salesforce Updates</p> <ul style="list-style-type: none"> • The providers are now required to submit the IRR decision letter or the proof of submission to the MCO • LDH created a new spreadsheet, so data IR data is being captured in two places • LDH is still working with Salesforce creating enhancements to the IR process <p>Public Comments</p> <ul style="list-style-type: none"> • Dr. Gordon asked if the MCOs can speak with the reviewers before a decision is rendered; to have something similar to a peer to peer. <ul style="list-style-type: none"> ○ The reviewers reach out to LDH with any questions or concerns, if necessary, LDH will reach out to the plan. LDH often refers the reviewer to LDH resources such as, MCO Manual, IBs, etc. The reviewer includes in their decision any resources utilized during the review. New information cannot be received at the independent review level that the plan did not receive at the independent review reconsideration level.

Approval of Adjournment	Time: 12:46 pm
Motioned : Kevin Bridwell	
Seconded: Dr. Glenda Johnson	